

## Application Data Sheet

### Inventor Information

Inventor One Given Name:: Craig R.  
Family Name:: Shambaugh  
Postal Address Line One:: 2223 Barger Court  
City:: Wheaton  
State or Province:: IL  
Postal or Zip Code:: 60187  
Citizenship Country:: USA

Inventor Two Given Name:: Joseph  
Family Name:: Bloom  
Postal Address Line One:: 857A Garfield Avenue  
City:: Libertyville  
State or Province:: IL  
Postal or Zip Code:: 60048  
Citizenship Country:: USA

Inventor Three Given Name:: Anthony  
Family Name:: Dezonno  
Postal Address Line One:: 233 Pinewood Lane  
City:: Bloomingdale  
State or Province:: IL  
Postal or Zip Code:: 60108  
Citizenship Country:: USA

Inventor Four Given Name:: David  
Family Name:: Funck  
Postal Address Line One:: 818 N. Scott Street  
City:: Wheaton  
State or Province:: IL  
Postal or Zip Code:: 60187  
Citizenship Country:: USA

Inventor Five Given Name:: Jeffrey  
Family Name:: Hodson  
Postal Address Line One:: 1501 Dawes Avenue  
City:: Wheaton  
State or Province:: IL  
Postal or Zip Code:: 60187  
Citizenship Country:: USA

Inventor Six Given Name:: Eric  
Family Name:: James  
Postal Address Line One:: 2384 Coral Cove  
City:: Elgin  
State or Province:: IL  
Postal or Zip Code:: 60123  
Citizenship Country:: USA

Inventor Seven Given Name:: Michael  
Family Name:: Peters  
Postal Address Line One:: 1109 Oxford Street  
City:: Downers Grove  
State or Province:: IL  
Postal or Zip Code:: 60516  
Citizenship Country:: USA

Inventor Eight Given Name:: Mark J.  
Family Name:: Power  
Postal Address Line One:: 1332 Yorkshire Lane  
City:: Carol Stream  
State or Province:: IL  
Postal or Zip Code:: 60188  
Citizenship Country:: USA

Inventor Nine Given Name:: Dave  
Family Name:: Mosquera  
Postal Address Line One:: 2400 Barnhart Street  
City:: West Chicago  
State or Province:: IL  
Postal or Zip Code:: 60185  
Citizenship Country:: USA

Inventor Ten Given Name:: Nayel  
Family Name:: Saleh  
Postal Address Line One:: 14 N. Savannah Parkway  
City:: Round Lake  
State or Province:: IL  
Postal or Zip Code:: 60073  
Citizenship Country:: USA

#### Correspondence Information

Name Line One:: Welsh & Katz, Ltd.  
Name Line Two:: Jon P. Christensen  
Address Line One:: 22nd Floor  
Address Line Two:: 120 South Riverside Plaza  
City:: Chicago  
State or Province:: IL  
Postal or Zip Code:: 60606  
Telephone Number:: (312) 655-1500  
Fax:: (312) 655-1501

#### Application Information

Title Line One:: Method of Optimizing Call Center  
Title Line Two:: Resources Based Upon Statistics  
Total Drawing Sheets:: 5  
Formal Drawings?:: No  
Application Type:: Utility  
Docket Number:: 6065-82965

## Representative Information

Registration Number One::	24,003
Registration Number Two::	22,839
Registration Number Three::	28,903
Registration Number Four::	27,429
Registration Number Five::	25,060
Registration Number Six::	22,053
Registration Number Seven::	27,466
Registration Number Eight::	29,434
Registration Number Nine::	29,054
Registration Number Ten::	29,381
Registration Number Eleven::	34,044
Registration Number Twelve::	27,600
Registration Number Thirteen::	34,137
Registration Number Fourteen::	39,724
Registration Number Fifteen::	37,963
Registration Number Sixteen::	37,135
Registration Number Seventeen::	40,604
Registration Number Eighteen::	37,435
Registration Number Nineteen::	38,110
Registration Number Twenty::	39,021
Registration Number Twenty-One::	28,803
Registration Number Twenty-Two::	38,560
Registration Number Twenty-Three::	27,667
Registration Number Twenty-Four::	35,742